

Applies To: **2011 Odyssey LX** – From VIN 5FNRL5H2.BB006767 thru 5FNRL5H2.BB034357
EX – From VIN 5FNRL5H4.BB001001 thru 5FNRL5H4.BB034405
EX-L – From VIN 5FNRL5H6.BB001061 thru 5FNRL5H6.BB034420
Touring – From VIN 5FNRL5H9.BB001031 thru 5FNRL5H9.BB034297

March 16, 2011

Safety Recall: Frozen Windshield Wipers Do Not Work

BACKGROUND

If the front windshield wiper blades become frozen to the windshield, and the wiper motor is switched on, one of the front windshield wiper rods may bend or separate from the motor due to insufficient stiffness of the rod. If this occurs, the windshield wipers can stop working, decreasing the driver's visibility in adverse weather conditions and increasing the risk of a crash.

CUSTOMER NOTIFICATION

Not all vehicles within the affected VIN ranges are affected by this campaign. To verify vehicle eligibility, you **must** check for at least one of these items:

- The customer has a notification letter.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition, check for a punch mark above the first character of the engine compartment VIN. A punch mark in that location means this campaign has already been completed.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. As a matter of federal law, these vehicles **must** be repaired before they are sold.

Should a dealership sell an unrepaired vehicle that subsequently causes injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims. To see if a vehicle in inventory is affected by this campaign, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Replace the wiper linkage rod.

PARTS INFORMATION

Wiper Rod Unit A: P/N 76540-TK8-A02

TOOL INFORMATION

KTC Trim Tool Set: T/N SQJATP2014

WARRANTY CLAIM INFORMATION

Operation Number: 7401C0

Flat Rate Time: 0.3 hour

Failed Part: P/N 76540-TK8-A01

Defect Code: 5WL00

Symptom Code: R7200

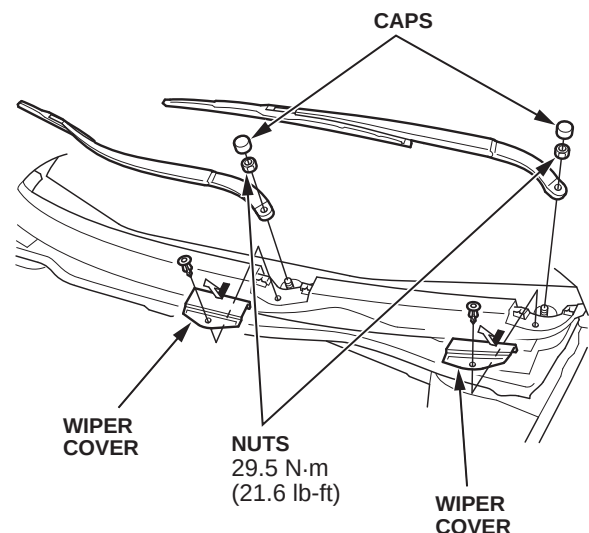
Skill Level: Repair Technician

REPAIR PROCEDURE

NOTE: This procedure is in an outline form that you can also use as a checklist for the repair. If you need more details on the procedures listed below, bookmark them in the service manual, or view them online:

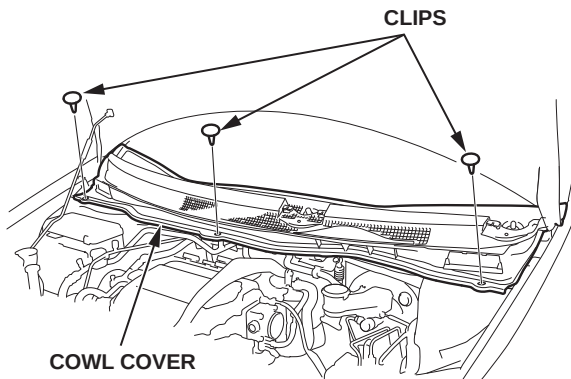
- Wiper Arm Replacement
- Cowl Cover Replacement
- Wiper Motor Replacement
- Wiper Arm/Nozzle Adjustment

1. Remove the wiper covers by pressing down on the middle of the clips, then removing the covers.

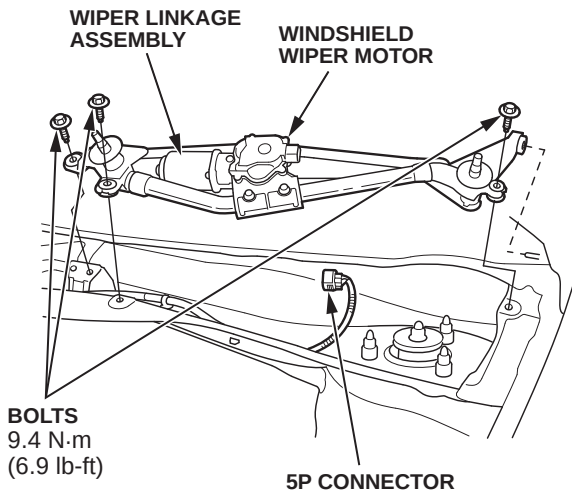


2. Remove the windshield wiper arms.

3. Remove the cowl cover:
 - Detach the clips securing the cowl cover with the applicable KTC trim tool.
 - Pull the lower part of the cowl away from the vehicle to detach the lower hooks.
 - Pull the upper part of the cowl cover to detach the upper hooks.

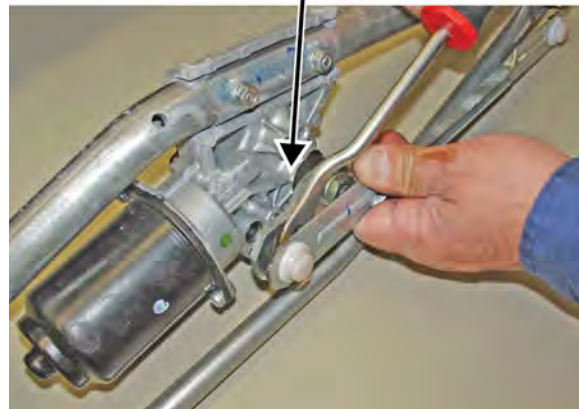
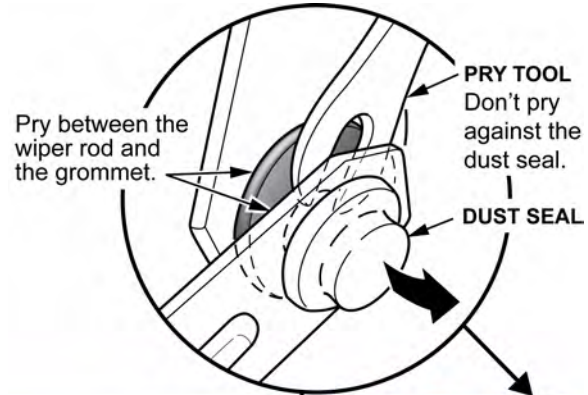


4. Disconnect the windshield wiper motor 5P connector.

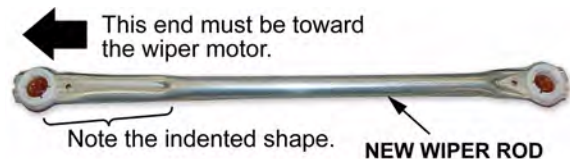


5. Remove the three bolts and the wiper linkage assembly.
 NOTE: Make sure not to scratch or damage the windshield when removing and reinstalling the wiper linkage assembly.

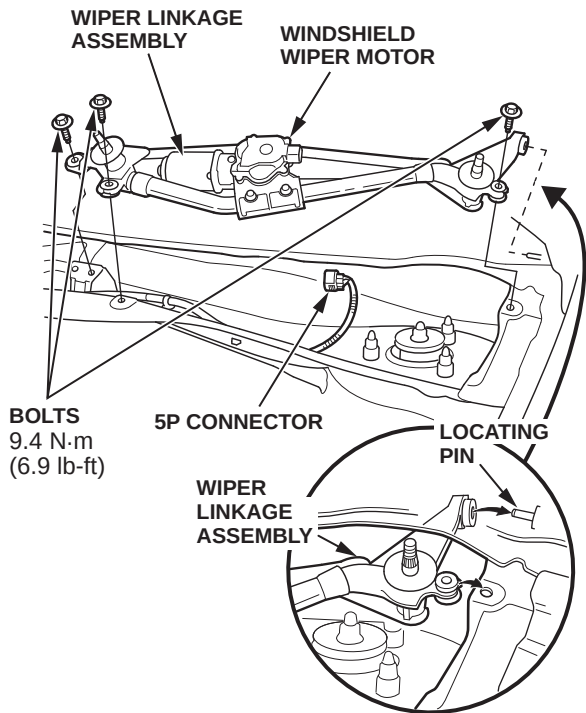
6. Remove wiper rod unit A from the wiper linkage assembly by prying out on one end of the wiper rod to release it, then pull the arm up to release the other end.



7. Make sure the new wiper rod is properly oriented, then install it by pushing the wiper rod ends onto the pivot balls.



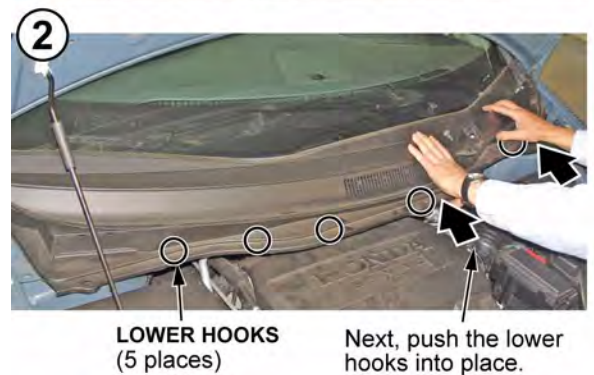
8. Reconnect the windshield wiper motor 5P connector.



9. Reinstall the wiper linkage assembly. Torque the wiper linkage bolts to **9.4 N·m (6.9 lb-ft)**.
NOTE: Make sure the locating pin on the vehicle is properly inserted in the wiper linkage grommet.

10. Reinstall the cowl cover, but leave the cowl top wiper covers off:

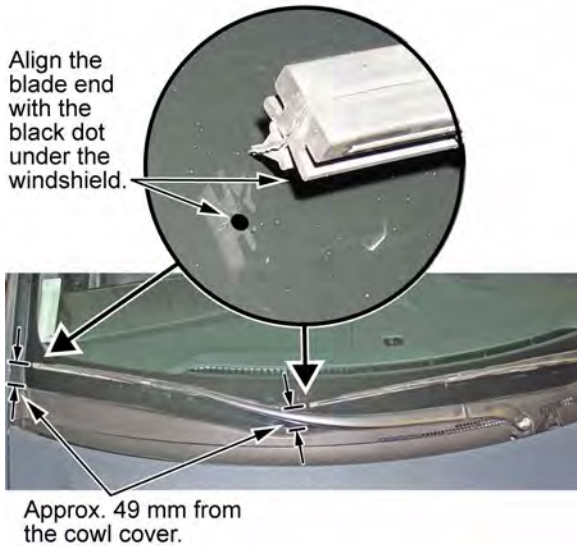
- First, install the hooks on the upper part of the cowl under the windshield.
- Then push the lower part of the cowl into place, making sure the lower hooks are properly installed.



11. Cycle the wiper motor once to make sure the wiper motor is in the parked position.

12. Reinstall the wiper arms. Torque the wiper arm nuts to **29.5 N.m (21.6 lb-ft)**, then cycle the wiper motor to make sure the wiper motor is in the parked position.

NOTE: Make sure you align the blade ends with the small black marks under the glass. The marks are about 49 mm from the top of the cowl cover



13. Reinstall the wiper arm caps.
14. Reinstall the cowl top wiper covers and clips.
15. Center-punch a completion mark above the first character of the engine compartment VIN:

Center-punch here.

5FNXXXXXXXXXXXXXX

Example of Customer Letter

March 2011

Safety Recall: Frozen Windshield Wipers Do Not Work

Dear Odyssey Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Odyssey vehicles. If the front windshield wiper blades become frozen to the windshield and the wiper motor is switched on, one of the front windshield wiper rods may bend or separate from the motor due to insufficient stiffness of the rod. If this occurs, the windshield wipers can stop working, decreasing the driver's visibility in adverse weather conditions and increasing the risk of a crash.

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace the front windshield wiper rod. This work will be done free of charge. Please plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop 500-2N-7A
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2011 Odyssey involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

Lessor information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 800-999-1009, and select option 4.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division

March 16, 2011

Dear Service Manager:

Honda has announced a safety recall campaign for certain 2011 Odysseys. If the front windshield wiper blades become frozen to the windshield, and the wiper motor is switched on, one of the front windshield wiper rods may bend or separate from the motor due to insufficient stiffness of the rod. If this occurs, the windshield wipers can stop working, decreasing the driver's visibility in adverse weather conditions and increasing the risk of a crash.

Repair Strategy

The repair is to replace the wiper linkage rod. For repair, tools, parts, and warranty information, refer to Service Bulletin 11-017, *Safety Recall: Frozen Windshield Wipers Do Not Work*.

Some vehicles affected by this campaign may be in your new or used vehicle inventory. As a matter of federal law, these vehicles must be repaired before they are sold. Should a dealership sell an unrepaired vehicle that subsequently causes an injury or damage because of the recalled item, the dealership will be solely responsible to the damaged party, and will be required to defend and indemnify American Honda for any resulting claims.

To see if a vehicle is affected by this campaign, make sure the customer has a notification letter, or do an iN VIN status inquiry. In addition, check for a punch mark above the 1st character of the engine compartment VIN. A punch mark in that location means the vehicle has already been repaired.

Customer Notification

Owners of affected vehicles will receive a notification of this campaign in mid-April. An example of the customer notification is at the end of service bulletin 11-017.

Parts Information

An initial allocation of Wiper Rod Unit A (P/N 76540-TK8-A02) was shipped to dealers on March 15, 2011. The allocation quantity is based on new vehicles in your inventory. Beginning the week of March 28, 2011, additional kits are available through open ordering.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division